



ILLINOIS


Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael M. Rumman, Director

## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Alice Engle, Chief of Operations   
Bureau of Communications and Computer Services - Telecommunications

DATE: April 17, 2003

SUBJECT: **RE-SCHEDULED Basic and Advanced P-Phone Training in Chicago**

---

The Central Management Services Division of Telecommunications has rescheduled Basic and Advanced P-Phone Training sessions in Chicago. The April 24, 2003 classes have been cancelled. Both basic and advanced classes will now be offered on **May 21, 2003**. The training will include accurate completion of the P-sheets in addition to instruction on how to use the technology. Specifically, the basic course will include:

- P-Phone models
- P-Phone compatibility with other equipment
- How to complete key sheets
- Basic P-Phone terminology and features

The advanced course will include the following:

- Advanced features: group intercom paging, Uniform Call Distribution (UCD), call waiting, auto display and distinctive ringing

### **Chicago P-Phone Training**

**Wednesday, May 21, 2003**

9 a.m. – 12 p.m. - *Basic*

1 p.m. - 4 p.m. - *Advanced*

JRTC, Room 8-033

100 West Randolph Street

Chicago, Illinois

Please register by May 15, 2003, for one or both of the classes by contacting Sarah Zerfas at (217) 524-2159 or by email at [sarah\\_zerfas@cms.state.il.us](mailto:sarah_zerfas@cms.state.il.us).